



**DEPARTMENT OF FAIR EMPLOYMENT
AND HOUSING
ENFORCEMENT DIVISION
*DIRECTIVE***

**DIRECTIVE
NUMBER
303**

**DISTRIBUTION
DATE
October 1, 1998**

1. **SUBJECT: MANDATORY USE OF CASE LOGS**
2. **PURPOSE:** To set forth the procedures for the use of Case Logs for tracking and monitoring the status of cases.
3. **BACKGROUND:** The Department of Fair Employment and Housing (DFEH) Case Log has historically been the primary method used by Consultants to track and maintain their caseloads. Similarly, District Administrators have utilized Case Logs as a means by which to monitor the processing of Consultants' cases. In recent years, however, staff has tracked cases by relying on monthly computer printouts instead of using the Case Log. While computer printouts provide useful information about the current status of cases, they do not contain the background and processing information necessary to efficiently monitor caseload management, e.g., receipt of responses, pre-determination settlement attempts, investigation, transfer from another Consultant, etc. This Directive reaffirms the use of the Case Log as the Consultant's primary and mandatory case management tool.
4. **PROCEDURES:**
 - A. **Case Log Contents:**

All Case Logs will be maintained in a 9" x 14" file folder labeled "Case Log of Consultant," as follows:

 - 1) Contain at least 12 individual Case Log sheets (DFEH-600-13), with individual sheets designated for each month of the calendar year.
 - 2) Case Log sheets will be arranged by month, in reverse chronological order, with *the most recent month* on top.
 - B. **Consultant's Responsibilities:**

It is the responsibility of each Consultant to:

 - 1) Systematically maintain a Case Log that tracks all active cases. In offices where there is Specialization, both intake Consultants and investigative Consultants will track their cases by using the Case Log.

- 2) Enter cases filed in a particular month on the Case Log sheet designated for that month as soon as they are received.
- 3) Track and monitor cases by routinely filling in the applicable columns on the monthly case log sheet. The "Comments" column is to be used to record dates of case transfers, priority status, or other noteworthy information.
- 4) Maintain the Case Log in a location that is easily accessible to the District Administrator.
- 5) Maintain Case Log sheets for a minimum of two years. When all cases filed in a particular month have been closed or transferred, that month's Case Log sheet will be removed from the Case Log file folder and retained in a separate file folder, by calendar year, labeled, "Closed/Transferred Cases of Consultant...." This folder will be made available to the District Administrator upon request.

C. District Administrator's Responsibilities:

It is the responsibility of each District Administrator to:

- 1) Ensure that every Consultant receives a Case Log folder as soon as a caseload is assigned to a Consultant.
- 2) Review the Consultants' Case Logs on a monthly basis to monitor caseload management.

D. Regional Administrator's Responsibilities:

It is the responsibility of each Regional Administrator to review Consultants' Case Logs during regional visits to monitor caseload management.

5. APPROVAL:

Nancy C. Gutierrez, Director

Date